

## HUMAN RESOURCES TECHNICIAN

### **General Definition of Work:**

Performs intermediate administrative work implementing and participating in a variety of human resource activities; does related work as required. Work is performed under the regular supervision of upper level human resources personnel.

### **Essential Functions/Typical Tasks:**

**Provides technical and administrative support to employees and the general public; performs personnel duties related in the areas of employment processing and personnel records management.**

*(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)*

- Provides information and assistance to employees and the general public via phone or email and in person regarding human resources activities, processes, policies, and procedures; assists in resolving routine problems or complaints; researches policies, laws, and procedures to answer questions and respond to requests for information; explains and applies interpretations of human resources procedures, policies, and rules.
- Utilizes Munis applicant tracking software.
- Processes requisitions to fill vacancies, posts job vacancies on the County's Internet site, in newspapers/online, with Division of Employment Security, college websites and others as needed.
- Assists job applicants with technical support and inquiries concerning the online employment application system.
- Analyzes employment applications to determine qualification status.
- Provides technical support to employees with Munis for applicant tracking, FMLA tracking, etc.
- Maintains FMLA tracking in Munis; completes FMLA forms and ensures they are returned to human resources personnel by deadline, including doctor's release to return to work notes; explains FMLA rights and responsibilities to employees.
- Utilizes Munis to process personnel actions for payroll and/or for employee history such as new hires, salary changes, employee information changes, transfers, terminations, etc.
- Ensures that all performance reviews are turned in on time; informs departments of any late performance reviews.
- Explains benefits and helps employees in completing initial enrollment forms; backup for new hire orientation.
- Researches and interprets Personnel Ordinance, FMLA, & other policies and procedures pertaining to specific employee issues and/or questions;
- Completes I-9 forms; enters I-9 information in federal e-verify system; files I-9 forms and maintains I-9 files.
- Maintains confidential personnel files; scans employee information in personnel or medical files; audits scanned personnel information.
- Completes employment verifications and surveys verbally and in writing.
- Initiates exit interview process.
- Coordinates employee parking system. Distributes departmental mail; routes mail to other departments.
- Orders office supplies for department.
- Prepares a variety of reports as required.
- Provides backup for drug testing and/or background checks.
- Assists with new hire orientation; explains benefits and prepares initial enrollment forms; ensures acceptance and/or waiver forms are signed as appropriate.
- Assists with any employee activities such as employee appreciation and employee recognition events. Performs related tasks as required.

### **Knowledge, Skills and Abilities:**

General knowledge of the philosophies, principles, and practices of public personnel administration; some knowledge of the County's insurance and benefits programs, methods, and record keeping; general knowledge of the organization and administration of County government; ability to present ideas effectively, both orally or in written form; ability to establish and maintain effective working relationships with associates and the general public; ability to prepare and maintain detailed and technical records; ability to research, collect, organize, and analyze data, and to prepare technical reports and recommendations.

### **Education and Experience:**

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in human resources, business or related field and some experience in personnel administration.

**Physical Requirements:**

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; work requires reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

**Special Requirements:**

Actively commissioned or obtain commission within one year of employment as a North Carolina Notary Public.

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